

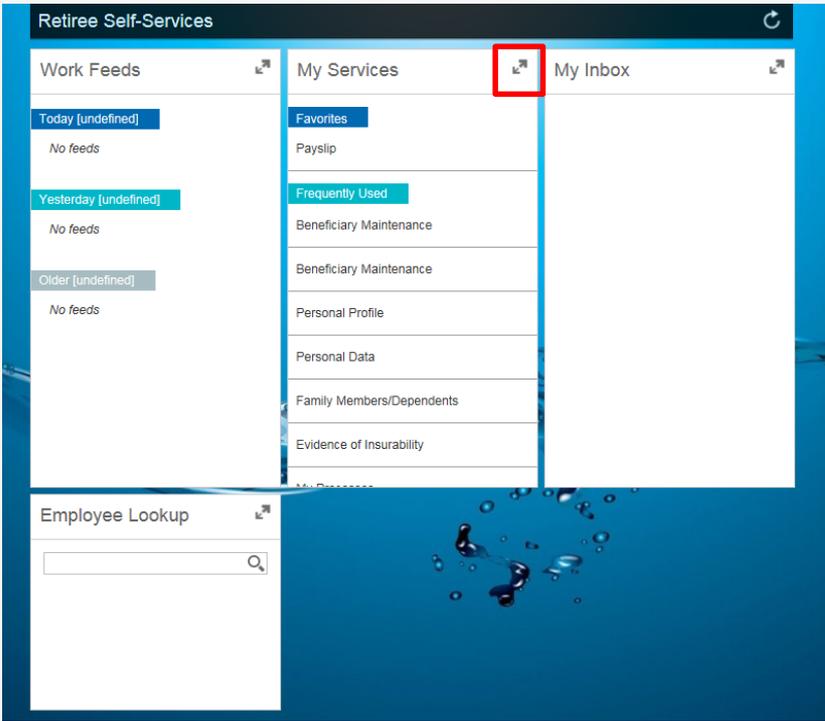
HOW TO UPDATE YOUR NAME, DATE OF BIRTH, AND NATIONALITY

IDB RETIREE SELF-SERVICES

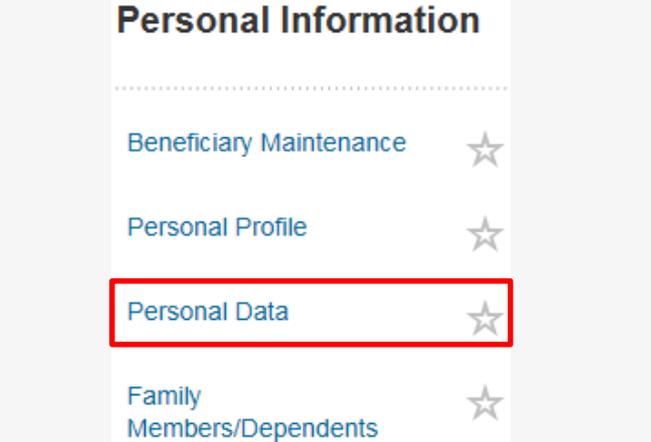
Objective

Update your Name, Date of birth or Nationality through Retiree Self-Services.

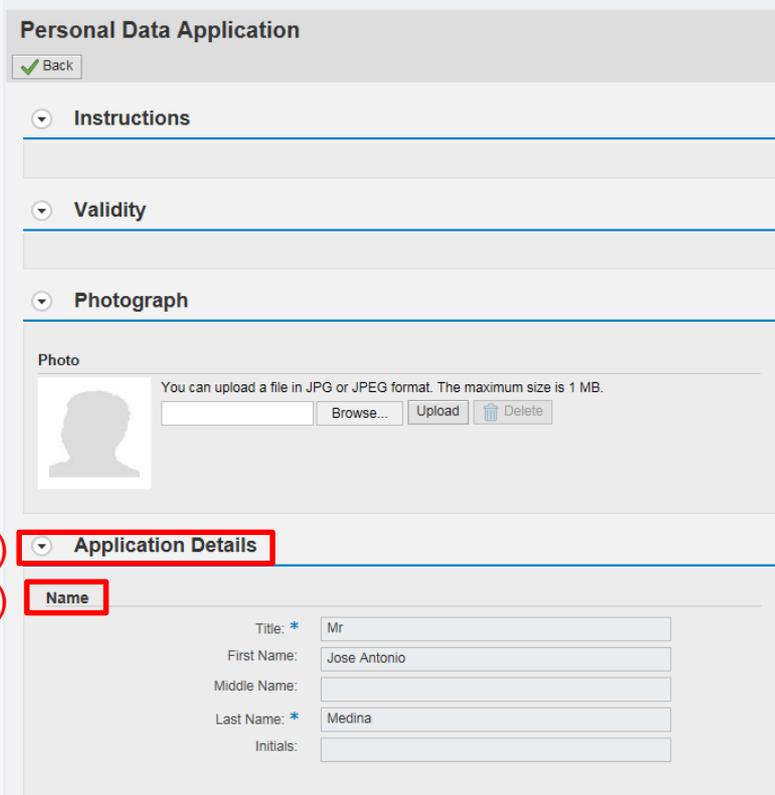
EDIT YOUR NAME, DATE OF BIRTH, AND NATIONALITY

Instruction	View
<p>1) Go to “My Services” and click  .</p>	
<p>2) Click  .</p>	

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Instruction	View
<p>3) Go to Personal Information and click Personal Data.</p> <p><i>(You can also click on the star ★ to add “Personal Data” to your Favorites, which can be found on the first page of your Retiree Self-Service, below “My Services”)</i></p>	 <p>The screenshot shows a vertical list of menu items under the heading "Personal Information". The items are: "Beneficiary Maintenance" with a star icon, "Personal Profile" with a star icon, "Personal Data" with a star icon and a red rectangular highlight around it, and "Family Members/Dependents" with a star icon.</p>
<p>4) Click on the pencil icon  if you need to modify your name, date of birth or nationality.</p> <p>Important Note: If you see “Details” instead of a pencil icon, it means you made a change in “Personal Data” that is waiting to be approved before you can make a new change. Please allow 5 business days before making another change. If the problem persists, please contact the Office of Retirement Plans of the IDB.</p>	 <p>The screenshot shows the "Personal Data" details page. It features a dropdown arrow and the title "Personal Data". On the left is a placeholder for a profile picture. To the right, the following fields are listed: "First name:", "Last name:", "Marital Status:", "Valid From:", and "Valid To: 12/31/9999". A red box highlights a pencil icon in the top right corner of the details area, indicating the edit function.</p>

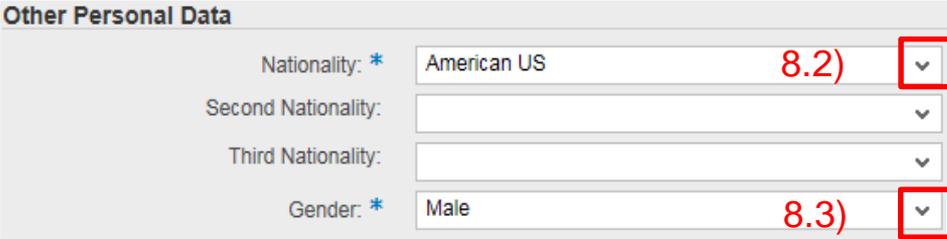
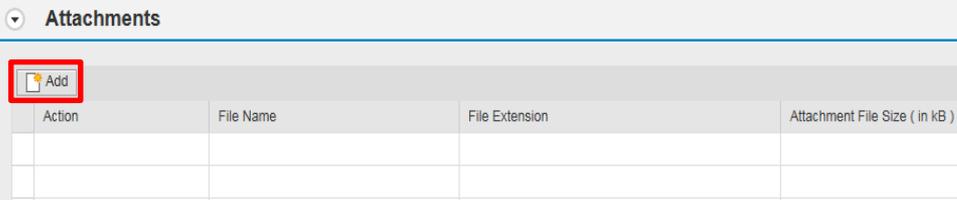
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Instruction	View
<p>5.1) Go down to  Application Details .</p> <p>5.2) Go to “Name” if you wish to update your title, names, last name or initials.</p>	 <p>5.1)  Application Details</p> <p>5.2) Name</p> <p>Title: * Mr</p> <p>First Name: Jose Antonio</p> <p>Middle Name:</p> <p>Last Name: * Medina</p> <p>Initials:</p>

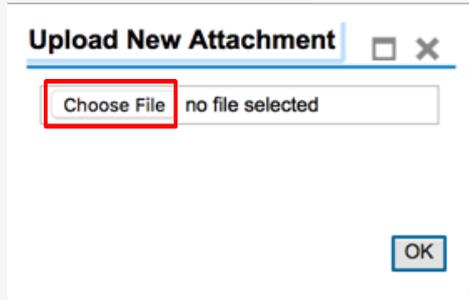
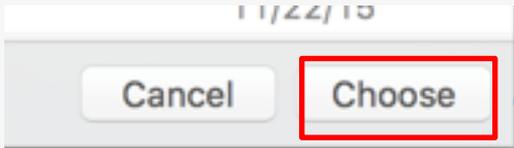
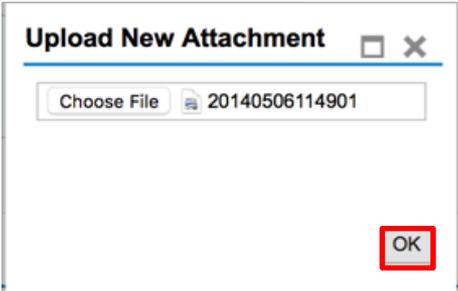
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Instruction	View
<p>6) Make the changes to the appropriate fields.</p>	 <p>Name</p> <p>Title: * Mr</p> <p>First Name:</p> <p>Middle Name:</p> <p>Last Name: *</p> <p>Initials:</p>
<p>7.1) Go to “Birth Data” to change your date of birth.</p> <p>7.2) Click on the calendar icon  found on the field of “Date of Birth” and select the correct date of birth.</p> <p>You are also able to change your name at birth, city and country of birth.</p>	 <p>Birth Data</p> <p>Date of Birth: * 08/01/1970</p> <p>Name at Birth:</p> <p>Place of Birth:</p> <p>Country of Birth:</p>

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Instruction	View												
<p>8.1) Go to “Other Personal Data” to change your nationality or gender.</p> <p>8.2) Display the menu found on the field “Nationality” <input type="text"/> and select the desired nationality.</p> <p>8.3) To change the gender, display the “Gender” menu <input type="text"/> and select the correct one.</p>	 <p>Other Personal Data</p> <p>Nationality: * American US 8.2) <input type="text"/></p> <p>Second Nationality: <input type="text"/></p> <p>Third Nationality: <input type="text"/></p> <p>Gender: * Male 8.3) <input type="text"/></p>												
<p>In this section, you are able to add documents (passports, birth certificates...) which support the requested changes.</p> <p>9.1) Go to “Attachments” (found at the bottom of the page).</p> <p>9.2) Click <input type="button" value="Add"/> .</p>	 <p>Attachments</p> <p><input type="button" value="Add"/></p> <table border="1"><thead><tr><th>Action</th><th>File Name</th><th>File Extension</th><th>Attachment File Size (in kB)</th></tr></thead><tbody><tr><td></td><td></td><td></td><td></td></tr><tr><td></td><td></td><td></td><td></td></tr></tbody></table>	Action	File Name	File Extension	Attachment File Size (in kB)								
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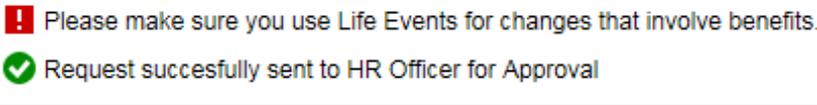
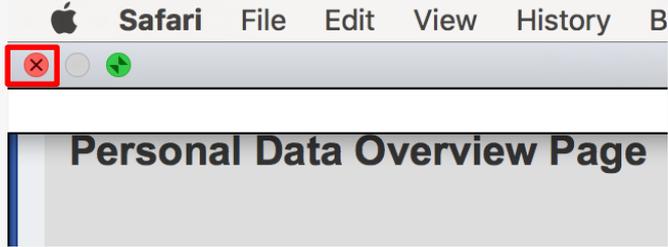
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Instruction	View
<p>10.1) Click <input type="button" value="Choose File"/> .</p> <p>10.2) Select the corresponding document you wish to upload (birth certificate, ID, passport...).</p> <p><i>You may upload PDF, Word, PowerPoint or JPEG documents.</i></p>	
<p>11) Click <input type="button" value="Choose"/></p>	
<p>12) After uploading the document, click <input type="button" value="OK"/> .</p>	

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Instruction	View								
<p>13) Verify if the document saved.</p>	<table border="1"><thead><tr><th data-bbox="600 319 819 362">Action</th><th data-bbox="819 319 1238 362">File Name</th><th data-bbox="1238 319 1431 362">File Extension</th><th data-bbox="1431 319 1669 362">Attachment File Size (in kB)</th></tr></thead><tbody><tr><td data-bbox="600 362 819 419"></td><td data-bbox="819 362 1238 419">attach test 1.txt</td><td data-bbox="1238 362 1431 419">text/plain</td><td data-bbox="1431 362 1669 419">22</td></tr></tbody></table>	Action	File Name	File Extension	Attachment File Size (in kB)		attach test 1.txt	text/plain	22
Action	File Name	File Extension	Attachment File Size (in kB)						
	attach test 1.txt	text/plain	22						
<p>14) Go to the bottom of the page and accept the “Terms and Conditions” by clicking on the <input type="checkbox"/> icon.</p>	<p>I acknowledge and accept the: Terms & Conditions <input type="checkbox"/></p>								
<p>15) Go to the top of the screen and click Submit.</p>									

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Instruction	View
<p>16) You will receive the following message.</p>	 <p>! Please make sure you use Life Events for changes that involve benefits. ✓ Request successfully sent to HR Officer for Approval</p>
<p>17) To return to the main menu, close the window by clicking on the  icon.</p>	 <p>Safari File Edit View History B Personal Data Overview Page</p>
<p>Important Note: The following changes (your name, date of birth and nationality) will go through a verification process. Please allow a period of 5 working days to save the new changes in “Personal Data” before making a new one.</p>	

Need help on how to access or navigate
your Retiree Self-Services?

More user guides and video tutorials at:

www.iadb.org/RetireeSelfServices

Recommended browsers:

Internet Explorer for PC/Windows

Safari for Mac/Apple

